

LOTTERY OPERATING LICENCE RAFFLE RULES

1. LICENCE

- 1.1. St John Ambulance operating licence number 000-004782-N-318265-001. Issued under Part 5 of the Gambling Act 2005. This Licence authorises the Licensee to promote a lottery.
- 1.2. Person responsible for the lottery: Steve Conway, St John Ambulance, 27 St John's Lane, London EC1M 4BU. Registered in England No.3866129. Registered charity no. 1077265/1. A subsidiary of the Priory of England and the Islands of the Order of St John.
- 1.3. St John Ambulance supplies a description of, and a copy of the rules of, any lottery intended to be promoted in reliance on this licence, and any amendment to the rules of a lottery previously notified to the Gambling Commission, at least 28 days before any tickets in such lottery, or amended lottery, are put on sale.
- 1.4. Every ticket bought or sold will help us to continue our charitable work, providing first aid training to people in schools and communities, and ensuring that as many people as possible are equipped with vital life saving skills.

2. RAFFLE TICKETS

- 2.1. Each ticket costs £1.
- 2.2. Tickets are not for sale to or by anyone **under 16 years of age**. Any player found to be under 16 years of age automatically forfeits the right to any prize, and their entry will be refunded.
- 2.3. No tickets to be sold to or by any person in the street.
- 2.4. St John Ambulance will not accept liability for any incomplete, damaged, illegible entries. In such cases monies associated with tickets will be treated as donations to St John Ambulance.
- 2.5. To promote responsible gambling new players will receive no more than a maximum of £20 worth of tickets with previous players receiving a maximum of £60 worth of tickets. Any requests for tickets above these amounts are at the discretion of the promoter.
- 2.6. Ticket stubs received without payment cannot be entered into the draw. Where possible St John Ambulance will contact players to arrange payment of tickets in time for the draw.
- 2.7. Any ticket payments received after the closing date of the draw will be considered as donations to St John Ambulance and treated as such.
- 2.8. Late entries will be treated as donations.
- 2.9. Unsold tickets to be returned to St John Ambulance.
- 2.10. Draws will take place on the published date and conducted in a fair and open manner, at random using a blind draw and in plain sight of staff.

3. WINNERS

- 3.1. Winners will be contacted within 28 days of the draw date either by phone (if a telephone number is available) or in writing.
- 3.2. Where cash is featured as a prize, the amount will be made payable to the winner by cheque. Payments may take four to six weeks to be processed.

- 3.3. Where non-cash prizes are won, a cash alternative is not available.
- 3.4. Non-confidential details of the winning tickets and prizes will be sent to anyone supplying a stamped addressed envelope to: St John Ambulance, Raffle Winners, 27 St John's Lane, London EC1M 4BU.
- 3.5. A list of non-confidential details of the winning tickets and prizes will also be published on our website **sja.org.uk/raffle**
- 3.6. We may contact winners for a quote or photograph. St John Ambulance may publish winners' names, home towns, photographs and/or quotes in future publicity or promotions.

4. ELIGIBILITY

- 4.1. St John Ambulance Raffles are open to all residents of England, Scotland and Wales (Northern Ireland, Channel Islands and Isle of Man are excluded).
- 4.2. St John Ambulance staff and volunteers are eligible to take part in the raffle (excluding those directly responsible for the raffle).

5. RESPONSIBLE GAMBLING

- 5.1. Gamble Aware is the UK's leading authority on the provision of support, advice and counselling to people affected by gambling problems. If you or someone you know needs help or advice, call **The National Gambling Helpline on 0808 8020 133 or visit gambleaware.co.uk**.

6. GAMBLING RESPONSIBLY AND PROBLEM GAMBLERS GUIDANCE

Whilst the majority of our supporters gamble within their means, for some it can be more difficult. Our intention is to present supporters with opportunities to enjoy the chance of winning prizes, while raising money to support our charitable work, which do not encourage problem gambling and are set within sensible spending limits.

The following information is in place to help you to gamble responsibly.

- You're buying fun, not investing your money.
- Set strict limits on how much time and money you're willing to spend.
- Quit while you're ahead.
- Only gamble with money you can afford to lose.
- Don't spend more money in the hope of winning back what you have lost.
- Keep up other interests and hobbies – don't let gambling take over your life.
- Don't gamble in order to escape from stress or boredom.
- Gambling in moderation is okay.

- For some however gambling can become a problem. If you are concerned about the amount you are gambling, (or you are concerned for a friend or relative) then the following questions may help give you some guidance.
- Have you been criticised for your gambling?
- Have you lied to cover up the financial amount or the time you have spent gambling?
- Do arguments, stressful situations or disappointments make you want to gamble?
- Do you gamble alone for long periods?
- Do you stay away from work or college to gamble?
- Do you gamble to escape from a boring or unhappy life?
- Are you reluctant to spend 'gambling money' on anything else?
- Have you lost interest in your family, friends or pastimes due to gambling?
- If you lose, do you feel you must try to win back your losses as soon as possible?
- When you run out of money while gambling, do you feel lost and in despair, and feel the need to gamble again as soon as possible?
- Do you gamble until your last penny is gone?
- Have you lied, stolen or borrowed just to get money to gamble or to pay gambling debts?
- Does your gambling ever make you feel depressed or even suicidal?

If you feel you are answering 'yes' to the majority of the questions above, then it is likely a gambling problem exists. Sometimes just telling someone about your concerns can be a relief and the first step toward dealing with your problem.

For friendly and helpful advice and support you can call **The National Gambling Helpline on 0800 8020 133** or visit **gambleaware.co.uk**

7. QUERIES AND COMPLAINTS

- 7.1. Initial complaints, queries or disputes are dealt with by our External Lottery Manager (the company that manages the lottery on St John Ambulance's behalf): cfp Lottery & Raffles Limited (CFP), Suite 1 Beechwood, Grove Park, White Waltham, Maidenhead, Berkshire SL6 3LW. T: 01628 821987. E: enquiries@cfpdata.co.uk. W: cfpdata.co.uk
- 7.2. If initial complaints, queries or disputes can't be resolved by our External Lottery Manager, the complaint is forwarded to St John Ambulance: St John Ambulance, 27 St John's Lane, London EC1M 4BU. T: 020 7324 4156. E: fundraising@sja.org.uk. W: sja.org.uk.
- 7.3. St John Ambulance full [complaints procedure](#) is available online.
- 7.4. In the event that a complaint cannot be resolved by the External Lottery Manager or representatives of St John Ambulance, third party arbitration will be provided via: IBAS (Independent Betting Adjudication Service), PO Box 62639, London EC3P 3AS. T: 020 7347 5883. E: adjudication@ibas-uk.co.uk. W: ibas-uk.co.uk.

FURTHER INFORMATION

If you require any further information on St John Ambulance raffles please contact us at:

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Raffle Enquiries
Fundraising Team
St John Ambulance
27 St John's Lane
London EC1M 4BU
T: 020 7324 4156
E: fundraising@sja.org.uk